



John Fouts &lt;icreateupwardspirals@gmail.com&gt;

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**2025-05-24 - Subject: ASUS Has Forfeited Responsibility Repeatedly – Public Release Underway – Company Will Be Named in Federal Filings**

2 messages

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**John Fouts** <icreateupwardspirals@gmail.com>

Sat, May 24, 2025 at 8:44 PM

To: "Wendy Vu (ACI)" &lt;wendy\_vu@asus.com&gt;, investors@asus.com, media@asus.com

Cc: Security &lt;security@asus.com&gt;, "Jonney Shih(施崇棠)" &lt;Jonney\_Shih@asus.com&gt;, "Jackie Hsu(許祐嘉)"

&lt;Jackie\_hsu@asus.com&gt;, "Eric Chen(陳彥政)" &lt;Eric\_Chen@asus.com&gt;, "Jennifer Stover (ACI)"

&lt;Jennifer\_Stover@asus.com&gt;, "Wendy Vu (ACI)" &lt;wendy\_vu@asus.com&gt;

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**Subject:** ASUS Has Forfeited Responsibility – Public Release Underway – Company Will Be Named in Federal Filings

Dear Ms. Vu, ASUS Legal, and Global Security Team,

ASUS has now fully forfeited its opportunity to respond in good faith.

Despite multiple deadlines, multiple confirmed submissions, and multiple warnings, your team has:

- **Failed to assign a named legal or security contact;**
- **Failed to acknowledge or retain materials that you confirmed receiving** on April 30, May 3, and May 6;
- **Attempted to deflect responsibility** by requesting redundant uploads instead of acting on the evidence already in your possession.

You were given clear timelines. You missed them. You have refused to investigate or remediate despite:

- Documented firmware-level compromise of your hardware,
- Ongoing endangerment to a federally protected adult and child,
- And clear warnings of civil and criminal implications under the **CFAA**, **ADA**, **Olmstead**, and **RICO** statutes.

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**I am no longer waiting — we are endangered as a direct result of ASUS's failures and refusal to take action.**

- **The forensic record is now being permanently and publicly released.**
- **ASUS and named representatives will be included in federal civil rights, cybersecurity, and RICO litigation.**
- **All future references to ASUS will treat the company as a named defendant, not a potential ally.**

This is no longer a product support issue. It is a matter of **criminal liability**, **systemic endangerment**, and **corporate accountability**.


Your failures and refusals to act, after knowing the risk and being provided overwhelming evidence, is a matter of record — and that record is now in the hands of federal agencies, press, and legal counsel.


Sincerely,

**John R. Fouts, MBA**

ADA-Protected Litigant | Civil Rights Advocate | Federal Whistleblower

 [icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)

 502.956.0052 (Text only)

 502.996.8246 (HIPAA Fax)

On Thu, May 22, 2025 at 7:43 PM Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)> wrote:

Hello Mr. Fouts,

As previously advised in my email response on Wednesday, we respectfully request that you upload the relevant materials to a secure cloud storage platform of your choice (e.g., Google Drive, OneDrive, Dropbox), with appropriate access permissions enabled. Once uploaded, please provide the shareable link directly in your reply to this email.

This step is essential for us to move forward. Due to the technical limitations previously encountered with the [security@asus.com](mailto:security@asus.com) inbox and ASUS submission forms, a secure cloud link will allow us to access the files without size restrictions and ensure proper delivery to the appropriate teams for thorough evaluation and will ensure that nothing is missed.

We appreciate your patience, cooperation, and understanding as we work to address your concerns.

Thank you, and we look forward to your reply.

Best regards,

**Wendy Vu** | Senior Supervisor of Customer Care

Service Department | Support Section | Corporate Customer Care

Phone: 510-739-3777 ext. 65008 | Email: [Wendy\\_Vu@asus.com](mailto:Wendy_Vu@asus.com)

ASUS Computer International | 48720 Kato Road, Fremont, CA 94538

 IN SEARCH OF INCREDIBLE

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**From:** John Fouts <[icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)>

**Sent:** Wednesday, May 21, 2025 9:17 PM

**To:** Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)>

**Cc:** Security <[security@asus.com](mailto:security@asus.com)>; Jonney Shih(施崇棠) <[Jonney\\_Shih@asus.com](mailto:Jonney_Shih@asus.com)>; Jackie Hsu(許祐嘉) <[Jackie\\_hsu@asus.com](mailto:Jackie_hsu@asus.com)>; Eric Chen(陳彥政) <[Eric\\_Chen@asus.com](mailto:Eric_Chen@asus.com)>; Jennifer Stover (ACI) <[Jennifer\\_Stover@asus.com](mailto:Jennifer_Stover@asus.com)>

**Subject:** 2025-05-22 - 12-17-AM - Subject: FINAL NOTICE: Criminal Escalation and Public Filing – ASUS Case #N2411019565-0004

**External email : Ensure your email is secure before opening links and attachments.**

**Subject:** FINAL NOTICE: Criminal Escalation and Public Filing – ASUS Case #N2411019565-0004

**Email Body:**

Wendy Vu,

Attached is my **final formal declaration** regarding Case #N2411019565-0004. This includes the full legal record of ASUS's role in **firmware-level digital sabotage**, your repeated failures to respond or escalate, and ASUS's central involvement in a **multi-party civil and criminal conspiracy** that now includes Apple, Google/Alphabet, Dropbox, T-Mobile, Amazon, and OpenAI.

Your inaction has caused me **ongoing medical harm** and has **directly endangered my disabled child's life and rights**.

This document is now being filed with:

- DOJ Civil Rights
- Secret Service Cyber Division
- CISA, FTC, FCC
- Congressional Oversight and press contacts
- Legal teams preparing RICO and ADA litigation across multiple federal jurisdictions

ASUS's deadline to respond is **May 22, 2025 by 5:00 PM EST**, with full transparency, restitution plan, and named security/legal contacts.

**No further warnings will be given.** This message and attached file are permanently archived for public, legal, and journalistic review.

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*John R. Fouts, MBA*  
ADA-Protected Federal Whistleblower  
[icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)  
502.956.0052 (Text Only) | 502.996.8246 (HIPAA Fax)  
Louisville, KY

On Thu, May 15, 2025 at 6:26 PM Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)> wrote:

Hello Mr. Fouts,

Thank you for staying in touch and for the detailed documentation you've provided so far.

After carefully reviewing the materials, we have not found any confirmed security vulnerabilities related to your report. However, due to the complexity and seriousness of the issue, we are committed to a thorough investigation.

To ensure our Global Security Team has all the necessary information, please send any remaining documents and evidence directly to [security@asus.com](mailto:security@asus.com). This will help our experts complete their review effectively.

If you're having trouble uploading files, try breaking them into smaller parts or use a secure file-sharing method via cloud links.

We appreciate your continued cooperation and thank you for bringing this to our attention. We take your concerns seriously and remain committed to the security of our products.

Case Number: N2411019565-0004

Best regards,

**Wendy Vu** | Senior Supervisor of Customer Care

Service Department | Support Section | Corporate Customer Care

Phone: 510-739-3777 ext. 65008 | Email: [Wendy\\_Vu@asus.com](mailto:Wendy_Vu@asus.com)

ASUS Computer International | 48720 Kato Road, Fremont, CA 94538



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**From:** John Fouts <[icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)>

**Sent:** Sunday, May 11, 2025 11:11 AM

**To:** Security <[security@asus.com](mailto:security@asus.com)>

**Cc:** Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)>

**Subject:** 2025-05-12 - URGENT: ASUS Security Breach – Form Submission Blocked – Evidence Enclosed via Email

**External email : Ensure your email is secure before opening links and attachments.**

Dear ASUS Security Advisory Team and Ms. Wendy Vu,

This is to notify you that I attempted to submit a formal report via the ASUS Security Advisory submission form, per your instructions. However, the system returned a **“413 Content Too Large” error**, even when submitting **text-only or minimal file attachments** well below the stated limits.

**This form is currently non-functional for real-world, urgent security disclosures.** As a result, I am providing my report and supporting documentation via direct email.

Case Summary

This is not a standard support matter. It is a **confirmed case of cybersecurity compromise, unlawful surveillance, firmware-level intrusion, and covert virtualization involving ASUS hardware**, with forensic evidence, real-world harm, and human rights violations now in progress.

**ASUS has already acknowledged the seriousness and gravity of these issues.**

Immediate Actions Requested

- 1. **Confirm whether all prior documentation provided to Wendy Vu has been submitted internally to the ASUS Global Security Team.**
- 2. **Provide internal case reference ID, contact name, and the office handling ASUS' internal investigation.**
- 3. **Identify the ASUS point of contact for law enforcement coordination**, including the U.S. Secret Service Cybersecurity Division and other relevant agencies.
- 4. **Escalate immediately to ASUS Executive Leadership and Board of Directors**, including Jonney Shih, S.Y. Hsu, Samson Hu, Joe Hsieh, and others.

Attached / Enclosed Materials

Due to email size limits, I am sending only core attachments here. Additional evidence will be made available upon request or as needed:

- final\_evidence\_ocr\_fixed.pdf
- ACPI Tables
- Gmail - 2025-05-07 - Subject\_ Follow-Up on Escalated ASUS Security Case – Legal and Technical Clarification.pdf
- Gmail - 2025-04-10 URGENT\_ Cyber Espionage Report & Legal Notice – ADA-Protected Whistleblower Targeting.pdf
- Gmail - CISA Case\_ CCASE0086447 Opened.pdf
- Gmail - [FCC Complaint] Hijacking, Firmware Rewrite, Digital Interference.pdf
- Other attached files

	2025-03-29-IC3-Complaint-Submitted-For-Unusual-Malware-Found-On-/Evading-All-Sca...
	Cyber_Espionage_Legal_Notice_Meta.pdf
	Gmail - [FCC Consumer Inquires and Complaints] Re_ FCC Urgent awful Network Hijack...
	Gmail - CISA Case_ CCASE0086447 Opened na.pdf
	Gmail - Request received_ FCC Urgent Complaint - Unlawful Network rare Rewrites, V...





If larger files or additional exhibits are needed, I can provide secure download links, file segments, or alternative transfer methods.

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This is a matter of **grave urgency**. I remain under active threat. This is a matter of grave urgency, and I urge ASUS to respond accordingly.

I am willing to provide select critical forensic materials for internal review and coordination with appropriate investigative bodies — many of which have already been submitted — while reserving the remainder to protect chain-of-custody, ensure transparency, and uphold accountability. Respectfully,

John R. Fouts, MBA  
Pro Se Whistleblower | Disabled Litigant

 Phone: 502-956-0052 (Text Only)  
 Fax: 502-996-8246 (HIPAA Compliant)  
 Email: [icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)  
 Current Location: Near Clifton, Louisville, KY

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On Fri, May 9, 2025 at 1:07 PM Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)> wrote:

Dear Mr. Fouts,

Thank you for your detailed message and for taking the time to provide further clarification regarding your concerns.

After careful review of the information you've shared, and consultation with several internal teams, we want to acknowledge the seriousness of the issues you've outlined. Given the nature of the claims and the security implications involved, we kindly ask that you direct all related correspondence, documentation, and evidence to our dedicated security team. This team is best positioned to handle matters involving potential device compromise, supply chain integrity, and cybersecurity threats. You can submit your information here: <https://www.asus.com/securityadvisory/>

For additional information about our security processes and how such cases are reviewed, please refer to our official Product Security Advisory page:

- <https://www.asus.com/content/asus-product-security-advisory/>

We appreciate your cooperation in helping us ensure the integrity and security of our products, and we thank you for bringing this matter to our attention.

Best regards,

**Wendy Vu** | Senior Supervisor of Customer Care

Service Department | Support Section | Corporate Customer Care

Phone: 510-739-3777 ext. 65008 | Email: [Wendy\\_Vu@asus.com](mailto:Wendy_Vu@asus.com)

ASUS Computer International | 48720 Kato Road, Fremont, CA 94538



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**From:** John Fouts <[icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)>

**Sent:** Tuesday, May 6, 2025 9:39 PM

**To:** Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)>

**Cc:** Jennifer Stover (ACI) <[Jennifer\\_Stover@asus.com](mailto:Jennifer_Stover@asus.com)>; [ic3@fbi.gov](mailto:ic3@fbi.gov); [consumer@ftc.gov](mailto:consumer@ftc.gov); [alerts@cisa.gov](mailto:alerts@cisa.gov); Tony Han (ACI) <[Tony\\_Han@asus.com](mailto:Tony_Han@asus.com)>; Weifen1 Liu (ACI) <[Weifen1\\_Liu@asus.com](mailto:Weifen1_Liu@asus.com)>; [legal@asus.com](mailto:legal@asus.com)

**Subject:** 2025-05-07 - 12:08 a.m. - Subject: Follow-Up on Escalated ASUS Security Case – Legal and Technical Clarification

**External email : Ensure your email is secure before opening links and attachments.**

**Subject:** Follow-Up on Escalated ASUS Security Case – Confirmed Device Compromise

Dear Ms. Vu,

Thank you for your response and for confirming escalation to ASUS Global Research and Development.

**To clarify -- once more...**

This is **NOT** a standard customer support case.

This matter involves **confirmed and reproducible evidence of device compromise** across multiple ASUS products, including the TUF Gaming A16 laptop and the AX1800 and AX5400 routers.

The issues documented are **not hypothetical or “potential.”**

**They include:**

- **Persistent firmware-level compromise** that survives factory reset
- **Remote access behaviors consistent with unauthorized control**
- **Manipulated traffic and DNS hijacking**, confirmed across clean networks
- **Hypervisor activity** not attributable to user configuration
- **Chain-of-custody and supply chain integrity failures**

These facts have been reported not only to ASUS, but also to **federal authorities**, including the:

FBI (IC3),

FTC, and

CISA,

due to the national cybersecurity implications of compromised infrastructure equipment.

I am prepared to provide the requested serial number in clearer form, of course.

However, I will not surrender these devices to ASUS without **neutral third-party forensic oversight or a federally supervised transfer**, to ensure that no evidence is altered, suppressed, or invalidated.

Further, I **strongly object to ASUS dismissing my other claims—such as damages and systemic negligence—as “outside the scope of support.”** These are not warranty issues.

They are **civil, criminal, and constitutional violations, some of which may ultimately very likely involve ASUS as a named party in federal litigation.**

**ASUS’s formal participation may indeed be compelled by court order, and I reserve all rights to pursue that and any other course of action.**

**I expect immediate acknowledgment of:**

1. ASUS’s willingness to coordinate secure, traceable transfer of these devices for forensic analysis,
2. ASUS must provide **temporary replacement devices of equivalent functionality** for the duration of the investigation, so that I may maintain access to essential services (including medical) and communications.
3. Your investigation timeline and scope, and
4. The name of the internal team lead for this case, all team members, and supervisory contacts.

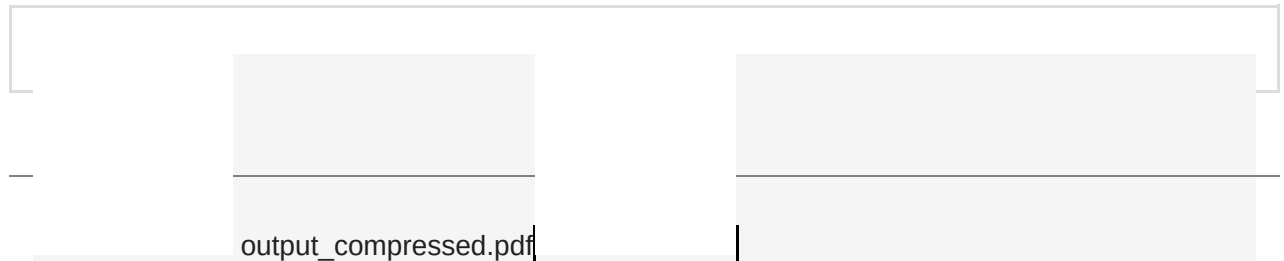
To further support these issues, I have attached a compiled document that includes:

- **Clear and verifiable serial number identification**
- **Forensic logs and system data** indicating persistent compromise
- **Hardware-level output** that demonstrates unauthorized firmware behavior and security violations

Please confirm receipt and advise on next steps immediately.

Sincerely,

**John R. Fouts, MBA**



On Tue, May 6, 2025 at 4:36 PM Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)> wrote:

Dear Mr. Fouts,

Thank you for your continued communication and for submitting detailed documentation regarding your ASUS TUF Gaming A16 and AX1800, AX5400 routers. We confirm receipt of your materials and attachments.

Your concerns have been formally escalated to our Global Research and Development team for internal review. Please note that this investigation may take some time, as it



involves a careful and thorough technical assessment by multiple internal teams.

As outlined in our warranty terms, we require that the products be returned to an ASUS Service Center for diagnostic testing. This step is essential in order to verify the reported issues and inspect the unit's condition. Once the device has been received and it is confirmed to be in its original factory state and free of any physical damage, we would be happy to consider a buyback of the unit as a potential resolution.

In addition, please provide the full and clearly legible serial number (SN) of the affected device, as the images provided do not clearly display this information.

We would also like to clarify the scope of our support:

- Requests such as a lifetime supply of ASUS products, emergency housing, or similar forms of personal or financial support fall outside the terms and conditions of our product warranty and are not services ASUS provides.
- Additionally, ASUS will not be participating as a co-plaintiff in any litigation. If ASUS's participation is legally required, this must be pursued through proper legal channels via a valid subpoena or court order.

We remain committed to investigating this matter as appropriate, based on the facts and findings from our technical review. Your cooperation in returning the unit and providing the requested serial number will help us proceed efficiently.

If you may have any additional questions and/or concerns, please do not hesitate to let us know.

Thank you!

Best regards,

**Wendy Vu** | Senior Supervisor of Customer Care

Service Department | Support Section | Corporate Customer Care

Phone: 510-739-3777 ext. 65008 | Email: [Wendy\\_Vu@asus.com](mailto:Wendy_Vu@asus.com)

ASUS Computer International | 48720 Kato Road, Fremont, CA 94538



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**From:** John Fouts <[icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)>

**Sent:** Saturday, May 3, 2025 10:29 PM

**To:** Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)>; asus cc (ACI) <[asus\\_cc@asus.com](mailto:asus_cc@asus.com)>

**Cc:** Jennifer Stover (ACI) <[Jennifer\\_Stover@asus.com](mailto:Jennifer_Stover@asus.com)>; Wendy Vu (ACI)

<[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)>; [ic3@fbi.gov](mailto:ic3@fbi.gov); [consumer@ftc.gov](mailto:consumer@ftc.gov); [alerts@cisa.gov](mailto:alerts@cisa.gov); Tony Han (ACI)

<[Tony\\_Han@asus.com](mailto:Tony_Han@asus.com)>; Weifen1 Liu (ACI) <[Weifen1\\_Liu@asus.com](mailto:Weifen1_Liu@asus.com)>

**Subject:** [WARNING: ATTACHMENT(S) MAY CONTAIN MALWARE]2025-05-04 - Subject:  
URGENT – Firmware Compromise Confirmed: Updated Evidence Submission + Escalation  
Follow-Up

**External email : Ensure your email is secure before opening links and attachments.**

**Subject:** URGENT – Firmware Compromise Confirmed: Updated Evidence Submission + Escalation  
Follow-Up

Hi Wendy,

Thank you again for your response. I am continuing to gather and send the materials you requested. Please see the attached for an updated set of critical documentation, including the following:

- Serial numbers and official purchase receipts for the ASUS TUF Gaming A16 and AX1800 router - AX5400 Router Receipt will be provided in near future
- Product box photos and identifying labels
- A forensic evidence archive containing ACPI firmware tables (DSDT, SSDT1–23, IVRS, TPM2, VFCT, etc.)
- Boot logs showing Secure Boot bypassed and kernel virtualization activity
- Additional screenshots and data supporting our case of firmware-level and hypervisor compromise

The latest evidence now confirms:

- **Presence of stealth hypervisor behavior in the kernel logs**, including the line:  
Booting paravirtualized kernel on bare hardware
- **Injection of Microsoft Hyper-V drivers** into a non-Hyper-V Linux environment
- **Secure Boot disabled** despite BIOS settings indicating otherwise
- **ACPI tables** such as IVRS, TPM2, and VFCT, and up to 23 custom SSDT entries with rogue identifiers (CPMACPV7, CPLTFG, CPMDFIG2, GPPS\_PME, AMDW0V) — suggesting thermal spoofing, PCIe redirection, and virtualization payloads likely injected via firmware
- **Failure of ASUS firmware security** to protect against virtualization-layer compromise and PCIe bus deception

These facts are verifiable, reproducible, and irrefutable. I expect this to be escalated immediately to your firmware security, BIOS/UEFI development, and legal teams.

I am reiterating my original formal demands:

- A **Lifetime Protectional Contract Guarantee** and **Lifetime Supply of uncompromised equipment** for myself and my disabled child (J.A.F.)
- ASUS's participation as a **co-plaintiff in related federal litigation**

- Immediate preservation of logs, internal findings, and supply chain traceability
- A formal **Non-Retaliation Agreement**
- Compensation for the documented damages
- Coordination with federal agencies including **FTC, IC3, CISA, and HIPAA enforcement**

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**Attachments:**

- ASUS\_ACPI\_evidence\_bundle.zip
- ASUS 1800 router + ASUS A16 Tuf Gaming laptop receipts (PDF/JPG) - the AX5400 Receipt for that router I have not yet gotten a copy of but can send soon.
- Terminal logs and screenshots (PDF)
- Cyber\_Espionage\_Legal\_Notice\_Meta.pdf
- Gmail - 2025-04-10 URGENT\_Cyber Espionage Report & Legal Notice – ADA-Protected Whistleblower Targeting.pdf
- EXHIBIT-EMERGENCY MEDICAL-NECESSITY-LETTER-DR-JORDAN-VAUGHN.pdf

1. **Immediate relocation and emergency housing**, paid for by ASUS, to ensure the safety of myself and my disabled child (J.A.F.)
  2. **Immediate replacement of all compromised ASUS devices**, including the TUF Gaming A16 and AX1800 router, with fully verified, uncompromised hardware
  3. **A lifetime supply of top-tier, secure ASUS computing and networking equipment** for both myself and my child
  4. Ongoing ASUS-based system integrity checks or trusted partner support to ensure continued protection
  5. **Immediate filing by ASUS of a federal legal case** in partnership with me, listing ASUS and myself as **co-plaintiffs**
  6. **Filing of a formal police report** by ASUS with:
    7. Local law enforcement (Jeffersontown Police Department and Louisville Metro Police Department),
    8. The Louisville FBI Field Office, local DOJ office
    9. And relevant federal cybersecurity agencies (FTC, CISA, IC3, FCC),
- to launch a coordinated investigation into the supply chain compromise and resulting harm
10. **A formal Lifetime Protectional Contract Guarantee** for myself and my child
  11. **A Formal Non-Retaliation Agreement**
  12. **Comprehensive forensic transparency**: ASUS must preserve all related internal firmware records and logs
  13. Immediate preservation of logs, internal findings, and supply chain traceability
  14. Compensation for the documented damages

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**The evidence now confirms:**

- Firmware ACPI tables (DSDT, SSDT1–23, IVRS, TPM2, VFCT, WSMT) have been modified or injected with virtualization code
- Boot logs show **paravirtualized kernel activity on bare hardware**
- Secure Boot is disabled despite UEFI settings
- Microsoft Hyper-V kernel modules were **injected without consent**
- Custom ACPI identifiers (CPMACPV7, CPLTFG, GPPS\_PME, AMDW0V, etc.) strongly suggest spoofed PCIe bridges and power control layers consistent with hypervisor rootkits

There is additional evidence as well that I will hold onto at this point in time

This is not theoretical. It is **proven, forensic, and actionable**. These failures trace directly to ASUS hardware and must now be met with legal, logistical, and protective action by ASUS immediately.

These findings are irrefutable and documented across multiple forensic snapshots. I am operating with every form of communication, storage, and transmission infrastructure actively compromised. Your immediate action is required.

Please confirm:

- Receipt of the attachments
- Immediate initiation of the above actions
- Timeline for ASUS's formal response, device replacement, relocation, and legal engagement


This is a life-threatening emergency, and I am copying federal authorities to ensure this matter is recorded and escalated properly. This is a direct request for relief, protection, justice, and initial restitution.


Respectfully,

**Mr. John R. Fouts, MBA**

Plaintiff, Civil Rights Advocate, and Legal Guardian of J.A.F.

 [icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)

 502-956-0052 (text only)

 502-996-8246 (HIPAA Compliant)

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**CC:**

 [ic3@fbi.gov](mailto:ic3@fbi.gov)

 [consumer@ftc.gov](mailto:consumer@ftc.gov)

 [alerts@cisa.gov](mailto:alerts@cisa.gov)

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On Wed, Apr 30, 2025 at 6:40 PM Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)> wrote:

Dear Mr. Fouts,

Thank you for contacting ASUS and for taking the time to share the serious concerns you've experience. We understand that you and your child are currently facing extremely difficult circumstances, including displacement and significant medical needs. Please know that we take your message seriously, and we are committed to giving your situation the careful attention and thorough review.

At ASUS, we take product security and customer safety with the utmost seriousness. Our devices are designed and manufactured to meet or exceed applicable consumer protection and cybersecurity standards, including those outlined by the Federal Trade Commission (FTC). We continually assess and improve our hardware and firmware integrity to ensure the protection of our users' privacy and data.

To initiate a formal review and escalate your case appropriately, we kindly ask that you provide the following information:

1. Serial numbers of all ASUS devices currently in your possession (e.g., the laptop

- and both routers),
2. Receipts or invoices confirming your original purchase of these products,

- **The receipt/invoice will need to display the:**

- company's logo
- date of purchase
- cost
- serial and/or model number of ASUS product
- File types accepted: PDF, JPG, PNG, GIF

- **Unacceptable forms of proof of purchase are:**

- bank statements
- screen shots
- forwarded e-mails
- copy & pasted e-mails
- do not accept files attached as TXT or RTF, DOC

3. Any supporting documentation, including forensic reports, logs, screenshots, or other evidence relating to the issues described.

We understand that gathering this information may be challenging given your current situation. If you need help identifying device serial numbers, please let us know — we are here to assist you. Once we receive this information, we will escalate the matter to our security and product investigation teams and keep you informed at each stage of the process.

Thank you for your patience and cooperation. We're committed to thoroughly reviewing your concerns.

Best regards,

**Wendy Vu** | Senior Supervisor of Customer Care

Service Department | Support Section | Corporate Customer Care

Phone: 510-739-3777 ext. 65008 | Email: [Wendy\\_Vu@asus.com](mailto:Wendy_Vu@asus.com)

ASUS Computer International | 48720 Kato Road, Fremont, CA 94538



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**From:** John Fouts <[icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)>

**Sent:** Tuesday, April 29, 2025 8:59 PM

**To:** Wendy Vu (ACI) <[wendy\\_vu@asus.com](mailto:wendy_vu@asus.com)>; Jennifer Stover (ACI) <[Jennifer\\_Stover@asus.com](mailto:Jennifer_Stover@asus.com)>; Tony Han (ACI) <[Tony\\_Han@asus.com](mailto:Tony_Han@asus.com)>; Weifen1 Liu (ACI) <[Weifen1\\_Liu@asus.com](mailto:Weifen1_Liu@asus.com)>; asus cc (ACI) <[asus\\_cc@asus.com](mailto:asus_cc@asus.com)>

**Cc:** [ic3@fbi.gov](mailto:ic3@fbi.gov); [consumer@ftc.gov](mailto:consumer@ftc.gov); [alerts@cisa.gov](mailto:alerts@cisa.gov)

**Subject:** 2025-04-29 - Subject: URGENT: Formal Demand for Immediate Action, Legal Partnership, and Federal Escalation

**External email : Ensure your email is secure before opening links and attachments.**

Dear ASUS Executive and Legal Teams,

Please find attached my formal demand letter and supporting evidence regarding catastrophic digital and physical harm enabled by ASUS-manufactured hardware.

This includes:

- A Lifetime Protectional Contract Guarantee and Lifetime Supply of top-tier equipment for both myself and my disabled child (J.A.F.), covering the remainder of our lives
- ASUS's active initiation of new federal litigation as a co-plaintiff alongside me
- Police report filing and formal escalation to federal agencies (FTC, CISA, IC3, HIPAA, NFTC)
- Preservation and delivery of logs, chain-of-custody documentation, and internal findings
- A Non-Retaliation Agreement
- Compensation for already-incurred damages, and acknowledgment of ASUS's exposure to punitive damages

This situation has involved not only the confirmed compromise of firmware-level security, stealth hypervisors, and supply chain integrity—but also real-world surveillance, unlawful displacement/forced homelessness, defamation, and federal civil rights violations.

Due to this breach, my child and I are currently displaced and surviving under severe hardship. Delivery logistics must be coordinated with me directly. I expect timely and professional response to the demands laid out in the attached letter.

I request for all communication to be in writing via email.

Contact:

- Email: [icreateupwardspirals@gmail.com](mailto:icreateupwardspirals@gmail.com)
- Phone: 502-956-0052 - text only
- Fax: 502-996-8246 - HIPAA compliant

Respectfully,

Mr. John R. Fouts, MBA

Plaintiff, Civil Rights Advocate, and Legal Guardian of J.A.F.

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Attachment:

ASUS\_Demand\_Letter\_and\_Evidence\_John\_Fouts\_FINAL\_JAF\_REMEDIES\_UPDATED.pdf

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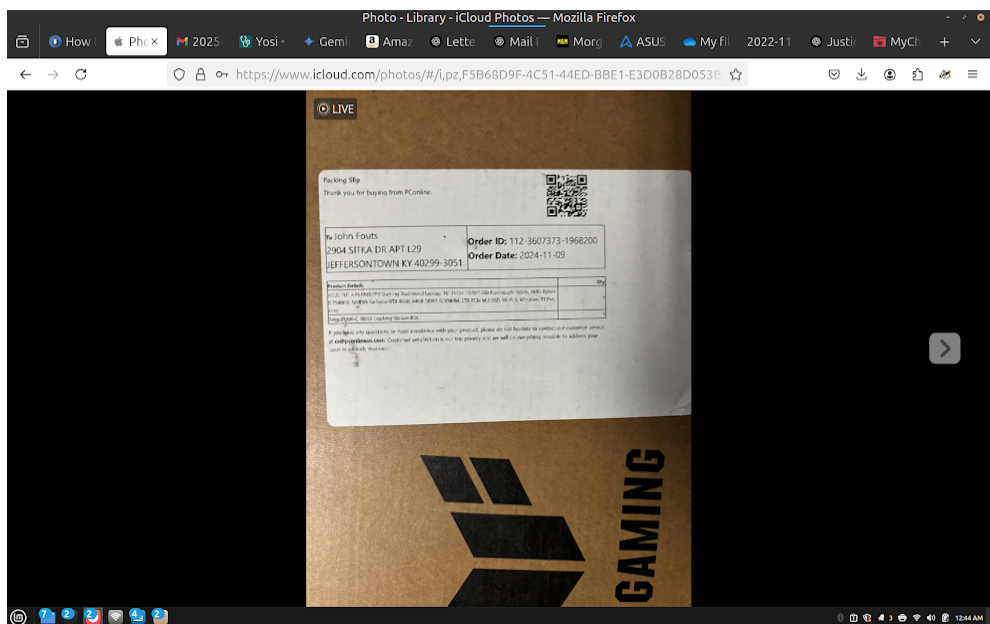
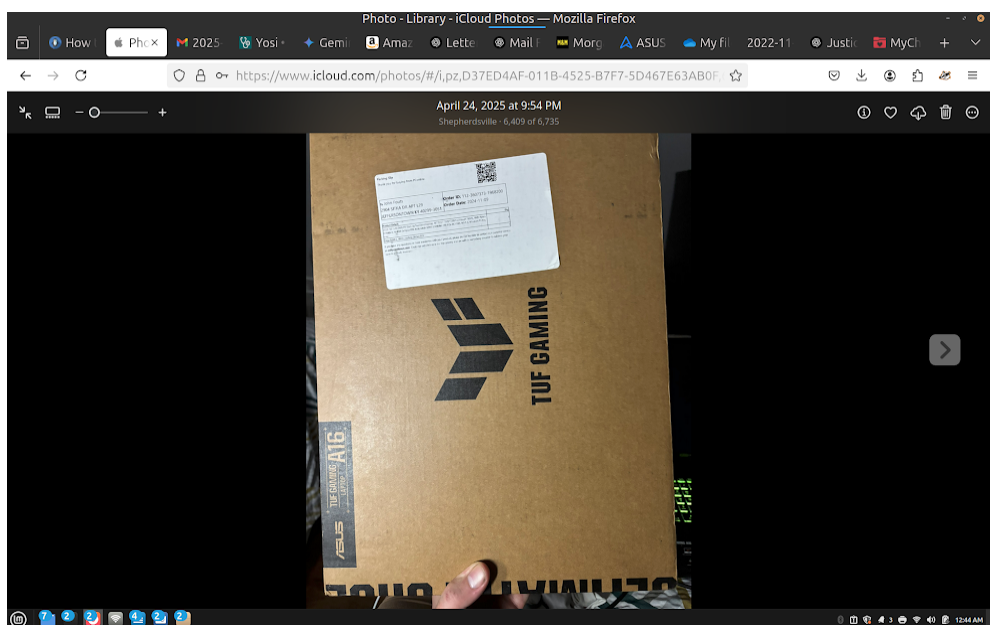
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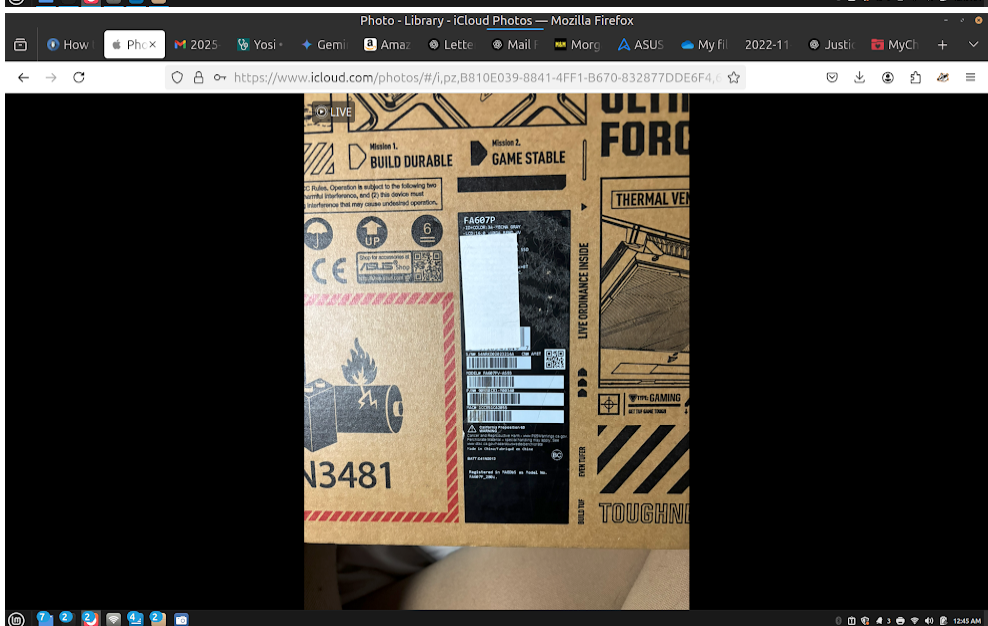
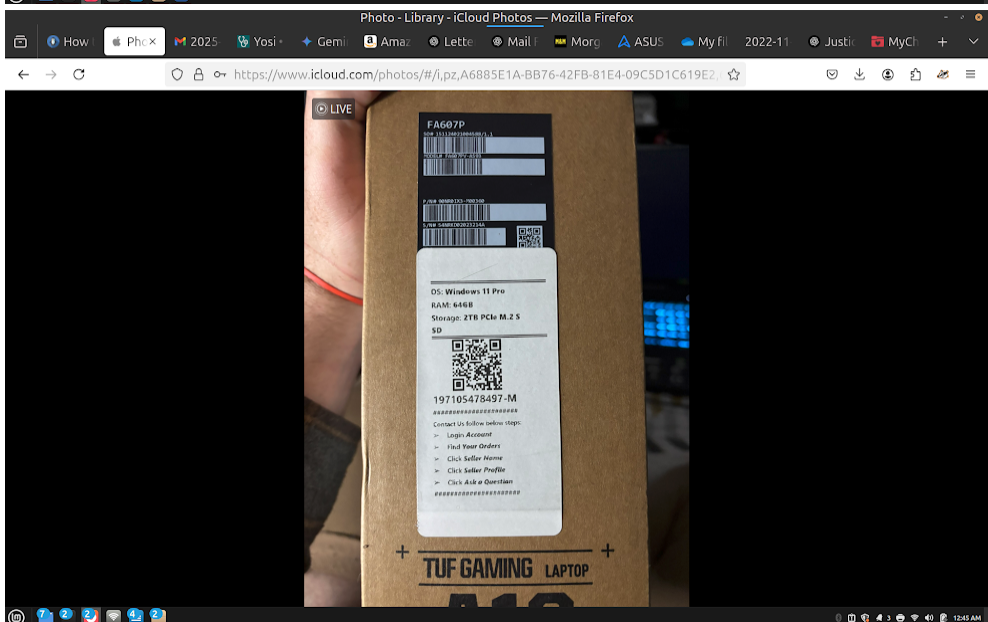
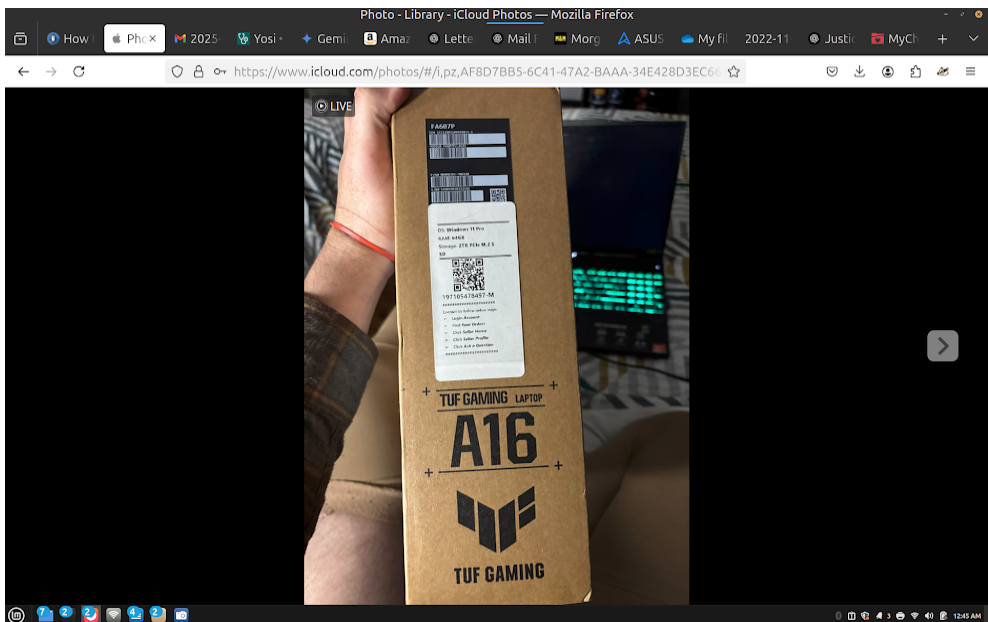
For pricing information, ASUS is only entitled to set a recommendation resale price. All customers are free to set their own price as they wish.

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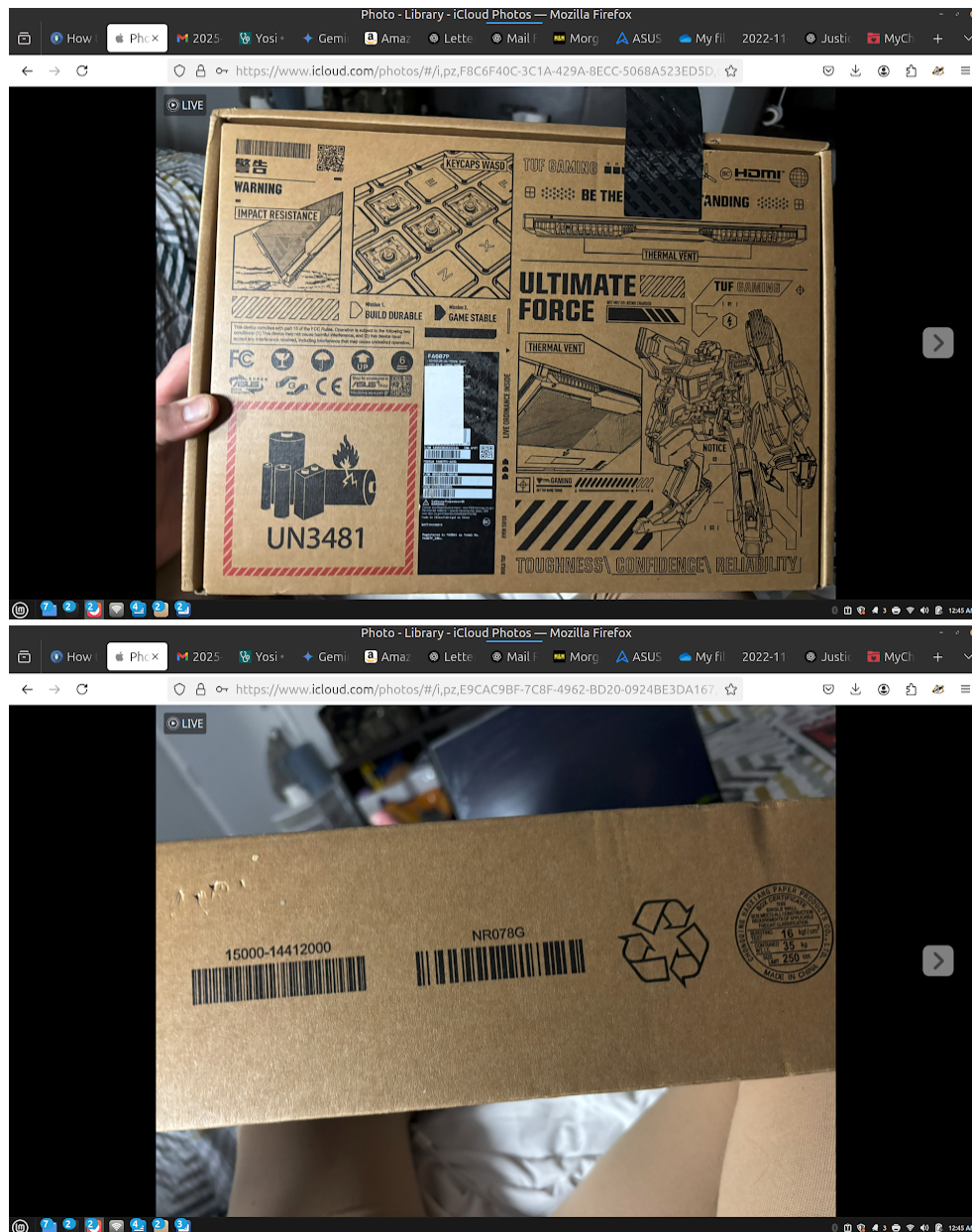
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**Mail Delivery Subsystem** <mailer-daemon@googlemail.com>  
To: icreateupwardspirals@gmail.com

Sat, May 24, 2025 at 8:46 PM



## Address not found

Your message wasn't delivered to **investors@asus.com** because the address couldn't be found, or is unable to receive

mail.

The response from the remote server was:

550 #5.1.0 Address rejected.

Final-Recipient: rfc822; [investors@asus.com](mailto:investors@asus.com)

Action: failed

Status: 5.7.0

Remote-MTA: dns; [mg.asus.com](https://mg.asus.com). (103.10.4.32, the server for the domain [asus.com](https://asus.com).)

Diagnostic-Code: smtp; 550 #5.1.0 Address rejected.

Last-Attempt-Date: Sat, 24 May 2025 17:46:07 -0700 (PDT)

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 **noname**  
5K